



Code: 0610

Family: Information Technology

Service: Administrative

Group: Clerical, Accounting, and General Office

Series: Information Technology

CLASS TITLE: MANAGER OF TELECOMMUNICATIONS

CHARACTERISTICS OF THE CLASS

Under direction, coordinates and manages telephone services and voice and audio information systems for the City, and performs related duties as required

ESSENTIAL DUTIES

- Supervises and monitors staff responsible for coordinating telecommunications needs for assigned departments and facilitating the resolution of related problems
- Assists in the planning of telecommunications projects, develops and manages work plans, and oversees project implementation, ensuring time lines are met and costs remain within budget
- Oversees and monitors the performance of private vendors to ensure compliance with established contract agreements
- Participates in the negotiation of contracts and service agreements with vendors and carriers
- Serves as liaison with vendors to clarify contract terms and conditions and to resolve service-related issues
- Verifies the accuracy of billings, oversees the timely payment of invoices, and resolves discrepancies in charges for contracted services
- Develops and communicates new and modified processes and procedures to improve the effectiveness of telecommunications operations within client departments
- Reviews expenditures and forecasts spending in order to formulate the City's telecommunications budget
- Monitors telecommunications usage of operating departments and recommends the purchase of cost effective equipment and services
- Coordinates and participates in staff training
- Prepares statistical and narrative reports on unit activities
- Participates in the development or enhancement of telecommunications operations for City-wide initiatives and client departments

NOTE: *The list of essential duties is not intended to be inclusive; there may be other duties that are essential to particular positions within the class.*

MINIMUM QUALIFICATIONS

Education, Training, and Experience

- Graduation from an accredited college or university with a Bachelor's degree in Electronics Technology, Computer Sciences, Information Technology/Systems, Business Administration, or a directly related field, plus four years of experience performing or coordinating the installation of teleprocessing equipment of which two years are in a supervisory role related to the responsibilities of the position, or an equivalent combination of education, training and experience.

Licensure, Certification, or Other Qualifications

- None

WORKING CONDITIONS

- General office environment

EQUIPMENT

- Standard office equipment (e.g., telephone, printer, photocopier, fax machine, calculator)
- Personal computers and peripheral equipment (e.g., desktop computer, laptop computer, hand-held computer, computer terminals, modems, scanner)
- Client/server computer
- Local area/wide area communications network
- Teleprocessing equipment, including network diagnostic equipment and devices

PHYSICAL REQUIREMENTS

- No specific requirements

KNOWLEDGE, SKILLS, ABILITIES, AND OTHER WORK REQUIREMENTS**Knowledge**

Advanced knowledge of:

- *applicable computer software packages
- *methods, practices, and procedures for analyzing and resolving computer-related problems
- commercial computer systems applications and their capabilities
- *IT systems development practices, standards, and procedures
- *network and network operating systems
- *methods and principles governing the installation, maintenance, and repair of communication networks
- *operation and administration of servers and local and wide area network infrastructures and teleprocessing equipments
- Internet protocol addressing schemes

Considerable knowledge of:

- design, modification, and integration of voice, data, and video communications operations
- *principles and methods of data communications systems administration
- *telephone communication trends and technology

Moderate knowledge of:

- *supervisory methods, practices, and procedures

Some knowledge of:

- applicable federal, state, and local laws, regulations, and guidelines
- management methods, practices, and procedures
- business process re-engineering principles and practices

Knowledge of applicable City and department policies, procedures, rules, regulations, and ordinances

Skills

- *ACTIVE LEARNING - Understand the implications of new information for both current and future problem-solving and decision-making
- *ACTIVE LISTENING - Give full attention to what other people are saying, take time to understand the points being made, ask questions as appropriate, and not interrupt at inappropriate times
- *CRITICAL THINKING - Use logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems
- *MATHEMATICS - Use mathematics to solve problems
- *COMPLEX PROBLEM SOLVING - Identify complex problems and review related information to develop and evaluate options and implement solutions
- MANAGEMENT OF FINANCIAL RESOURCES - Determine how money will be spent to get the work done and account for these expenditures
- MANAGEMENT OF MATERIAL RESOURCES - Obtain and see to the appropriate use of equipment, facilities, and materials needed to do certain work
- *MANAGEMENT OF PERSONNEL RESOURCES - Motivate, develop, and direct people as they work and identify the best people for the job
- *TIME MANAGEMENT - Manage one's own time and the time of others
- *COORDINATION WITH OTHERS - Adjust actions in relation to others' actions
- INSTRUCTING - Teach others how to do something
- *JUDGEMENT AND DECISION MAKING - Consider the relative costs and benefits of potential actions to choose the most appropriate one
- SYSTEMS ANALYSIS - Determine how a system should work and how changes in conditions, operations, and the environment will affect outcomes

Abilities

- COMPREHEND ORAL INFORMATION - Listen to and understand information and ideas presented through spoken words and sentences
- SPEAK - Communicate information and ideas in speaking so others will understand
- COMPREHEND WRITTEN INFORMATION - Read and understand information and ideas presented in writing
- WRITE - Communicate information and ideas in writing so others will understand
- REASON TO SOLVE PROBLEMS - Apply general rules to specific problems to produce answers that make sense
- REASON MATHEMATICALLY - Choose the right mathematical methods or formulas to solve a problem
- MAKE SENSE OF INFORMATION - Quickly make sense of, combine, and organize information into meaningful patterns

Other abilities as required for successful performance in the Principal Telecommunications Specialist class

Other Work Requirements

- INITIATIVE - Demonstrate willingness to take on job challenges

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- LEADERSHIP - Demonstrate willingness to lead, take charge, and offer opinions and direction
 - ADAPTABILITY/FLEXIBILITY - Be open to change (positive or negative) and to considerable variety in the workplace
 - DEPENDABILITY - Demonstrate reliability, responsibility, and dependability and fulfill obligations
 - ATTENTION TO DETAIL - Pay careful attention to detail and thoroughness in completing work tasks
 - INDEPENDENCE - Develop own ways of doing things, guide oneself with little or no supervision, and depend mainly on oneself to get things done
 - ANALYTICAL THINKING - Analyze information and using logic to address work or job issues and problems
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All employees of the City of Chicago must demonstrate commitment to and compliance with applicable state and federal laws, and City ordinances and rules; the City's Ethics standards; and other City policies and procedures.

The City of Chicago will consider equivalent foreign degrees, accreditations, and credentials in evaluating qualifications.

* May be required at entry.

City of Chicago
Department of Human Resources
(Valtera Corporation)

Date: July, 2010